

DRAFT (FY07 Budget)

OFFER FOR IOWANS

IDENTIFYING INFORMATION

Offer Identifier: _____

Offer Name: IowAccess Operations, Support, and Applications Development

This offer is for a (pick one):

_____ new activity

_____ improved existing activity (describe improvements in narrative below)

X status quo existing activity

Result(s) Addressed: Deliver high quality, low cost administrative services to State Departments and effective, efficient compliance monitoring of regulated industries.

Participants in the Offer: DAS - Information Technology Enterprise

Person Submitting Offer: Mollie Anderson

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OFFER DESCRIPTION: This offer seeks funding to support the information technology hardware, software, Internet services required to maintain IowAccess, Iowa's state government web portal. The requested funding will also support limited development of e-Government applications to serve constituents through IOWAccess. Since its inception in 1997, the IOWAccess program has been connecting Iowans with their government by harnessing the accessibility and technology of the Internet. The funding of IOWAccess applications fosters agency partnerships; improves the availability, quality, use, and sharing of data; provides a unique source of funds for innovative e-Government programs; and can be used to as an adjunct to state or federal appropriations to improve the effectiveness of those funding streams.

The funding of IOWAccess projects is monitored by an advisory council representing state government and the general public. Project funding and other recommendations from this council are forwarded to the Director of the Department of Administrative Services, who, after a review, submits them to the Technology Governance Board for final review and approval. This advice and consent process ensures that IOWAccess expenditures are targeted at relevant electronic government services. All projects funded through IOWAccess are: a) consistent with established leadership priorities; b) properly planned; and c) have clearly defined timelines, measurable results, and return on investment.

According to the Economic Development Buying Team, 82.1% of Iowans have access to the Internet. Research from the National Governor's Association – Center for Best Practices indicates that among public's highest priority for improvements at the State and

local levels of government are:

- Improved and more widely accessible governmental services. Most citizens expect more for less in many of their consumer and business purchases - they have similar expectations for government services.
- For state government to be continually more efficient in using its resources.
- Providing easier and quicker access to information and more direct contact with officials in all branches of government through e-mail and web sites. There is a growing expectation for more, not less, of this interactive environment.

The Information Technology Enterprise has an established record of building, deploying, and maintaining highly functional, secure, and reliable e-Government services that enable IOWAccess to address each of these priorities.

OFFER JUSTIFICATION

IOWAccess provides tools of E-Government - \$2.9 million in e-Government projects have been financially supported by the IOWAccess revolving fund from July 1, 2003 to date, including: an interactive Purchasing Results website to improve constituent interaction with the public budgeting process; an automated Civil Rights case management system; online license renewal systems for teacher, real estate, professional engineer, accountant, architect, landscape architect, and social gambling licenses; electronic filing of income tax returns, sales taxes, and other excise taxes; Internet availability of computerized criminal histories; installation of in-car computers in State Patrol vehicles to improve public safety operations and speed the flow of data to criminal justice systems and online citizen-facing applications; support for the online Iowa Sex Offender Registry which recently became integrated with the U.S. Department of Justice's National Sex Offender Public Registry; planning for an improved missing persons reporting system; e-Government constituent research; automation of government food inspection processes and providing the public with web access to the results; registration of child development homes and an Internet application process for food stamps; and tracking and reporting data from political committees, lobbyists, and miscellaneous contributions having statutory reporting requirements.

IOWAccess offers valuable services to state departments comparable to the private sector, often at no charge – State agencies, boards, and commissions have professional web application planning and development services available through IOWAccess.

IOWAccess simplifies compliance for regulated parties – The online Administrative Rules process established by the Governor's Office has improved the efficiency of changing, adding, and deleting administrative rules and has simplified and improved the public comment on proposed rule changes.

IOWAccess provides tools to high-level State department managers – Rules; guidelines; processes; procedures; and the meeting minutes and work products of public bodies, work teams and task forces are available online. This assists department managers in reliably obtaining the most current information in order to operate according to the Iowa Code, priorities of key policymakers, and legislative intent.

PERFORMANCE MEASUREMENT AND TARGET

The performance targets for IowAccess are: a) to have the web portal accessible 99.5% of the time with availability measured and reported on a monthly basis; b) successful completion (on time, within budget, and fully functional) of xx% of IOWAccess projects; and c) the results of customer satisfaction surveys indicating xx% of responses in the top

two categories on a five category scale (i.e. totally dissatisfied, dissatisfied, neither satisfied nor dissatisfied, satisfied, totally satisfied).

PRICE AND REVENUE SOURCE

Total Price: \$1,000,000

Expense Description:	Amount of Expense:	FTEs:
Internet Communication Charges	\$28,000	0
Infrastructure - Servers, network support, technicians	\$404,544	2
Applications Development & Support Services	\$567,546	4.25
Total:		

Revenue Description:	Amount:
(General Fund e.g.)	
The first \$1,000,000 collected & transferred by the Department of Transportation to the Treasurer of State with respect to the fees for transactions involving the furnishing of a certified abstract of a vehicle operating record under section 321A.3, subsection 1.	\$1,000,000
Total:	\$1,000,000